

Enterprise Incident Report October 2012

As of 11/1/2012

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	0 0	2 2	2 2
		Wayne Andersen	0 0	2 2	2 2
		Assigned to Individual Total	0 0	4 4	4 4
	Enterprise Security	Garry Gregson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Metro D Desktop Support	Greg Clawson	0 0	61 58	61 58
		Kevin Perry	0 0	4 1	4 1
		Rod Tucker	0 0	24 24	24 24
		Assigned to Individual Total	0 0	89 83	89 83

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			High	Low	FCR Total
Alcoholic Beverage Control	Metro D Help Desk	John Robinson	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	1 0	2 0
	Assigned Group Total		1 0	98 90	99 90
	Customer Company Total			1 0	98 90

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	0 0	2 0	2 0
		Wayne Andersen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Enterprise Security	Garry Gregson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Greg Clawson	0 0	61 1	61 1
		Kevin Perry	0 0	4 0	4 0
		Rod Tucker	0 0	24 0	24 0
		Assigned to Individual Total	0 0	89 1	89 1

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			High	Low	MIR Total
Alcoholic Beverage Control	Metro D Help Desk	John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	1 0	2 0
	Assigned Group Total		1 0	98 1	99 1
	Customer Company Total		1 0	98 1	99 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	0 0.00	2 0.52	2 0.52
		Wayne Andersen	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	4 0.26	4 0.26
	Enterprise Security	Garry Gregson	0 0.00	1 0.15	1 0.15
		Assigned to Individual Total	0 0.00	1 0.15	1 0.15
	Help Desk	Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Greg Clawson	0 0.00	61 0.03	61 0.03
		Kevin Perry	0 0.00	4 0.31	4 0.31
		Rod Tucker	0 0.00	24 0.00	24 0.00
		Assigned to Individual Total	0 0.00	89 0.03	89 0.03

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			High	Low	ATTIR Total
Alcoholic Beverage Control	Metro D Help Desk	John Robinson	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Voice Operations	Gail Christiansen	1 0.23	0 0.00	1 0.23
		Romanza Hamblin Sorensen	0 0.00	1 0.70	1 0.70
		Assigned to Individual Total	1 0.23	1 0.70	2 0.47
	Assigned Group Total		1 0.23	98 0.05	99 0.05
Customer Company Total			1 0.23	98 0.05	99 0.05

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	0 0	2 0	2 0
		Wayne Andersen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Enterprise Security	Garry Gregson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Greg Clawson	0 0	61 1	61 1
		Kevin Perry	0 0	4 1	4 1
		Rod Tucker	0 0	24 0	24 0
		Assigned to Individual Total	0 0	89 2	89 2

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			High	Low	MR Total
Alcoholic Beverage Control	Metro D Help Desk	John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	1 0	2 0
	Assigned Group Total		1 0	98 2	99 2
Customer Company Total			1 0	98 2	99 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	0 0.00	2 0.52	2 0.52
		Wayne Andersen	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	4 0.26	4 0.26
	Enterprise Security	Garry Gregson	0 0.00	1 0.31	1 0.31
		Assigned to Individual Total	0 0.00	1 0.31	1 0.31
	Help Desk	Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Greg Clawson	0 0.00	61 0.13	61 0.13
		Kevin Perry	0 0.00	4 2.95	4 2.95
		Rod Tucker	0 0.00	24 0.00	24 0.00
		Assigned to Individual Total	0 0.00	89 0.22	89 0.22

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			High	Low	ATTR Total
Alcoholic Beverage Control	Metro D Help Desk	John Robinson	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Voice Operations	Gail Christiansen	1 0.23	0 0.00	1 0.23
		Romanza Hamblin Sorensen	0 0.00	1 0.70	1 0.70
		Assigned to Individual Total	1 0.23	1 0.70	2 0.47
	Assigned Group Total		1 0.23	98 0.23	99 0.23
Customer Company Total			1 0.23	98 0.23	99 0.23

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Detail

INC000000585893	Val Dunaway Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586224	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586230	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586234	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586315	Vera D Pitt Application Support	Application Chris Christensen	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.55 0.55
INC000000586494	Vera D Pitt Application Support	Application Chris Christensen	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 0.50
INC000000586566	Liquor Store 17 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586567	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586569	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586807	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586878	Liquor Store 17 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587101	Liquor Store 37 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587356	Liquor Store 38 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587358	Liquor Store 41 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587815	Vera D Pitt Application Support	None Wayne Andersen	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587822	Liquor Store 19 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000588265	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588281	Liquor Store 03 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588286	Liquor Store 06 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588323	Liquor Store 31 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588455	Liquor Store 19 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588459	Abe Kader Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588616	Liquor Store 01 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588618	Cindy L Holmes Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588731	Liquor Store 25 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588733	Liquor Store 30 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588734	Liquor Store 25 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588795	Liquor Store 03 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588979	Liquor Store 25 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588985	Liquor Store 25 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589051	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589052	Liquor Store 10 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589159	Liquor Store 45 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000589208	Liquor Store 42	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000589209	Liquor Store 17	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000589230	Liquor Store 25	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000589231	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000589239	Liquor Store 03	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000589248	Liquor Store 19	Network	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000589249	Liquor Store 25	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000589412	Bonnie Healey	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	1.01
INC000000589843	Liquor Store 14	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000589863	Liquor Store 45	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000590060	Liquor Store 37	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000590061	Liquor Store 32	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000590102	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000590104	Liquor Store 32	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000590435	Liquor Store 24	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000591930	Marjean Short	Application	Error	Escalate Retail (ERP)		TIR Missed: No	0.20
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: Yes	6.55
INC000000592185	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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INC000000592290	Ryan J Sorensen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000592298	Anita Knowley	Telecom	None	None	TIR Missed: No	0.23
	Voice Operations	Gail Christiansen	Alcoholic Beverage Control	High Closed	TTR Missed: No	0.23
INC000000592371	Cade Meier	None	None	None	TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000592746	Anita Knowley	Telecom	None	None	TIR Missed: No	0.70
	Voice Operations	Romanza Hamblin Sorensen	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.70
INC000000592842	Lynn Sugden	Application	Error	Microsoft Word	TIR Missed: Yes	1.87
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: Yes	7.47
INC000000593678	Anita Knowley	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000593702	Liquor Store 10	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000593705	Liquor Store 38	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000593706	Liquor Store 12	Application	Error	Triversy Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000593714	Liquor Store 38	Application	Error	Triversy Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000593715	Liquor Store 01	Application	Error	Triversy Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000593831	Liquor Store 01	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000593904	Vera D Pitt	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.36
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Closed	TTR Missed: No	2.26
INC000000594113	Liquor Store 38	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000594117	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
INC000000595030	Liquor Store 31	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000595031	Liquor Store 15	Application	Reporting	Triversy Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00

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INC000000595032	Liquor Store 27	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595033	Liquor Store 27	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595035	Liquor Store 19	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595654	Liquor Store 01	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595658	Liquor Store 37	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.19
INC000000595684	Liquor Store 43	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595687	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595697	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595700	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595889	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595896	Liquor Store 40	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595910	Liquor Store 24	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595913	Liquor Store 12	Application	Reporting	Java Platform SE		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595918	Liquor Store 32	Application	Reporting	Java Platform SE		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000595960	Tony L Gann	Application	Error	Escalate Retail (ERP)		TIR Missed: No	0.68
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	1.98
INC000000597208	Lynn Sugden	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.53
INC000000597387	Liquor Store 05	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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As of 11/1/2012

Alcoholic Beverage Control

INC000000597743	Liquor Store 31	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000598043	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000598293	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000598300	Liquor Store 19	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000598705	Ronnie Torres	Application	Error	PGP	TIR Missed: No	0.15
	Enterprise Security	Garry Gregson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.31
INC000000598781	Liquor Store 05	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000598783	Liquor Store 05	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000598879	Liquor Store 04	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000598886	Liquor Store 29	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000599018	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000599023	Liquor Store 01	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000599024	Liquor Store 39	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000599026	Liquor Store 39	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000599929	Liquor Store 11	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
INC000000601134	Stephne Hanson	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00